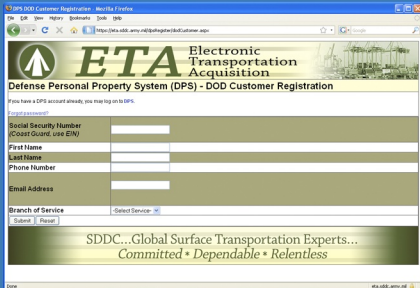


Logging in to DPS

In order to utilize DPS to manage your move, you need to request a user id and login at:



<https://eta.sddc.army.mil/dpsRegister/dodCustomer.aspx>

Full instructions for ETA registration can be found at:
<http://www.sddc.army.mil/EXTRACONTENT/FamilyFirst/PhaseII-BusinessRulesAttch/ETA%20Instructions.pdf>

What if you don't have access to a computer?

If you or your designated agent do not have a computer at home, and cannot access one at work, school or your public library, you can still come into your nearest shipping office and one of the skilled counselors will be glad to assist you.

As a first time user, DPS will require you to view information relevant to your branch of service. This is done by clicking on the branch of service link. Once you read that information, you can move on to the Counseling module by clicking on the tab at the top, marked 'Counseling.' Step-by-step instructions on how to create a shipment application are provided!

For additional information, please visit the DPS homepage at www.move.mil

Contact information:

DPS HELPDESK

Toll Free: 800.462.2176.

Local number: 618-220-SDDC (7332)

DSN: 770-7332

sddc.safb.dpshd@us.army.mil

U. S. Bank PowerTrack®

Toll Free: 866-561-6930

customer.support@powertrack.com



DPS

Defense Personal Property System

Joint Program Management Office
Household Goods Systems

"MOVING AMERICA'S WARRIORS"

Customer information

Current Duty Station
Transportation Office (TO) Number: _____

New Duty Station TO Number: _____

Notes: _____



www.move.mil

DPS Supports DoD Initiative

The Department of Defense (DoD), United States Transportation Command (USTRANSCOM) and the Military Deployment and Distribution Command (SDDC) developed the Defense Personal Property Program (DP3) to improve the quality of service to DoD Customers and their families.

The Defense Personal Property System (DPS) carries out the goals of the Defense Personal Property Program (DP3) initiative, which include:

- Improving the move experience for customers
- Streamlining move management
- Establishing an integrated, paperless system to support DoD families' moves worldwide

DoD Personal Property Community

DPS is a full-service tool that enables an improved move process for all members of the personal property community, including:

- Military and Civilian Families Who Are Moved by DoD ("DoD Customer")
- Personal Property Shipping Offices (PPSO)
- Transportation Service Providers (TSP)
- Other Government Agencies

System Features

As a centralized, web-based enterprise system, DPS offers a number of features that will greatly enhance the move management process.

Key DPS functionality includes

- Self-Counseling and PPSO Counseling
- Customer Satisfaction Survey
- Claims Management
- Shipment Management
- Shipment Data Analysis
- Reports and Document Generation
- Historical Data Repository

DPS: Managing Your Move

The Defense Personal Property System is designed to streamline your move! There are certain DoD customers who should not Self-Counsel in DPS at this time. These customers are required to visit their local Transportation Office to coordinate their move.

Regardless of Branch of Service, you should not Self-Counsel in DPS if you are moving personal property as "next of kin" or are a Summary Courts Officer.

If you are a member of the Army, Air Force, Marine Corps or Coast Guard, you should not Self-Counsel in DPS if this is your first personal property move.

If you are a member of the Army, Air Force or Coast Guard, you should not Self-Counsel in DPS:

- If this is your last personal property move (retirement or separation)
- If you are not the property owner and using a Power of Attorney

Lastly, if you are a member of the US Army, you should not Self-Counsel in DPS if:

- If you are storing or moving personal property in conjunction with contingency orders
- If you are storing or moving personal property in conjunction with a designated location for your dependents to an OCONUS or Non-foreign OCONUS location

If you cannot Self-Counsel at this time, you are still encouraged to request a user id and password for DPS. Once your shipment has been created by the Counselor at the Transportation Office, you can track your shipment in DPS, fill out your Customer Satisfaction Survey and file a claim if required!

Inside DPS You Can:

Create and submit your application for your move

The counseling module will walk you through step-by-step, capturing all the information required for the shipping office to process your application. Once you complete your application for a shipment in DPS, you still must provide copies of your move orders to the shipping office. Once you have submitted all required documentation, you can sit back and wait for the selected Transportation Service Provider to contact you about your move!

Monitor the progress of your shipment

Once you have submitted a shipment application to the PPSO, you can monitor the progress of your shipment in the 'My shipment' section of the main page. Shipments can also be monitored in the 'Shipment Management' tab! Customers can track their shipment through Interactive Voice Response (IVR) at 1-800-326-2137.

File a claim directly with the TSP

Please note important timelines for filing a claim! If you wish to file a claim in DPS, you MUST either file a Notice of Loss or Damage at or after delivery within 75 days of delivery, or complete the entire claim within those 75 days. Once the Notice of Loss or Damage is submitted in DPS, you have nine (9) months from the date of delivery to file the actual claim in order to be entitled to Full Replacement Value. If the customer files the claim after nine (9) months from delivery, the member will only be entitled to depreciated value of the items damaged/ lost during the move. You have up to two (2) years from the date of delivery to file your claim and still receive depreciated value for your items.

Complete your Customer Satisfaction Survey

For Defense Personal Property Program (DP3) to improve the quality of customers moves, we need to know about each of your moves. You tell us about your move by completing the Customer Satisfaction Survey. The score you give the TSP is VERY important in determining the quality of the TSPs performance.

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